



Contingency Management: Recovery Incentives Program Monitoring Procedure

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Purpose To provide instruction to Department of Behavioral Health (DBH) and contracted provider staff on monitoring, reviewing and reporting requirements for the Department of Health Care Services (DHCS) Contingency Management: Recovery Incentives Program (CM).

Monitoring The Mobile Incentive Manager will provide a monthly report for each participating provider to print and review for accuracy.

- The report includes data on:
 - Utilization of CM services;
 - Urine Drug Test (UDT) outcomes (i.e., number of positive, negative results, or inconclusive);
 - Program completion rates, and
 - Total rewards issued.
- A designated provider administrator from the participating DBH-SUDRS program or contractor will review the report for accuracy within the first 10 days of the month following the report month.
- The designated provider administrator will print out the report, review data contained within, and note the date of the review and the name of the person who reviewed it.
- Reports will be saved for review by DBH-SUDRS Program Coordinators during quarterly monitoring reviews.
- Providers must notify their assigned DBH-SUDRS Program Coordinator immediately upon finding any discrepancies or concerns in the incentive manager’s monthly reports.
- DBH-SUDRS Program Specialists will compile provider feedback.
- DBH-SUDRS Program Coordinators will schedule technical assistance and/or troubleshooting when necessary.
- DBH-SUDRS Program Coordinators will conduct quarterly monitoring reviews to ensure participating providers comply with:
 - Relevant State and Federal laws;
 - Medicaid guidance including the CalAIM 1915b and 1115 Waivers and the Medicaid State Plan;

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Contingency Management: Recovery Incentives Program

Monitoring Procedure, Continued

Monitoring, continued

- CM protocol and other requirements as specified in this BHIN, and other relevant regulatory guidance documents including the DMC-ODS IA, and
 - Provider contracts.
 - The Department of Health Care Services (DHCS) will provide an audit tool for DBH-SUDRS Program Coordinators to use when conducting quarterly monitoring review.
 - Reviews can be done as onsite visits, via virtual meetings, and/or desk audits.
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Fidelity Reviews

Fidelity reviews determine adherence to the CM protocol and will be facilitated by the state's contracted trainer and technical advisor as part of ongoing training and technical assistance. CM service providers will participate in two (2) fidelity reviews within the first six (6) months of implementation of CM and then once every six (6) months thereafter.

- Fidelity reviews will:
 - Cross-check incentives delivered to beneficiaries with data in the incentive distribution database;
 - Confirm the total amounts paid for provided incentives match UDT results for each provider;
 - Ensure the provision of CM is consistent with the established clinical protocols, and
 - Ensure client record reviews are conducted for each provider to evaluate assessment and treatment activities and confirm alignment between assessment information, ASAM criteria, level of care determinations and CM services provided for clients receiving services.
 - Providers will receive support from DBH and the DHCS's training and technical advisor to address any deficiencies.
 - A corrective action plan may be implemented for issues identified during reviews and any follow up action identified in these plans will be monitored by DBH SUDRS.
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Quarterly Reporting

DBH SUDRS shall report oversight activities to DHCS in quarterly progress reports. Such reporting shall include the following:

- Enrolment information to include the number of DMC-ODS beneficiaries served in the Recovery Incentives Program;
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Contingency Management: Recovery Incentives Program Monitoring Procedure, Continued

Quarterly Reporting,
continued

- Summary of operational or policy development issues, complaints, grievances, and appeals related to the Recovery Incentives Program, and
 - Enrolment information for new providers participating in the Recovery Incentives Program.
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Final Report

DBH SUDRS shall submit a brief final report regarding the Contingency Management: Recovery Incentives Program to DHCS no later than 60 days after the end of the program.

Referenced Forms, Policies, and Procedures

[DBH Standard Practice Manual and Departmental Forms](#)

- Contingency Management: Recovery Incentives Program Policy (SUDRS0248)
 - Contingency Management: Recovery Incentives Provider Procedure (SUDRS0248-2)
 - Contingency Management: Recovery Incentives Program Urine Drug Test (UDT) Procedure (SUDRS0248-3)
 - Contingency Management: Recovery Incentives Program Consent Form (SUDRS054)
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Reference(s)

- [Behavioral Health Information Notice 22-056](#)
 - [CaAIM 1115 Demonstration](#)
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